

Safety Attribute Inspection (SAI) Data Collection Tool

1.3.23 Short–Term Escalations (AW)

ELEMENT SUMMARY INFORMATION

Purpose of This Element (Certificate Holder's responsibility):

- To provide policy, procedures, instructions and/or information in the manual which allows personnel concerned with, the D076 Operation Specifications authorized Short Term Escalation process, to perform their duties and responsibilities to a high degree of safety.

Objective (FAA oversight responsibility):

- To determine if the Certificate Holder's Short–Term Escalations process meets all applicable Federal Aviation Regulations and FAA policies.
- To determine if the Certificate Holder's Short–Term Escalations process incorporates the System Safety Attributes.
- To identify any shortfalls in the Certificate Holder's Short–Term Escalations process.

SUPPLEMENTAL INFORMATION

Specific Regulatory Requirement(s) (SRRs):

- SRRs:
 - 119.43(b)
 - 119.43(b)(1)
 - 119.43(b)(2)
 - 119.43(c)
 - 119.5(f)(2)
 - 121.135(a)(1)
 - 121.135(b)(1)
 - 121.135(b)(2)
 - 121.135(b)(3)
 - D076
 - D076(a)
 - D076(b)
 - D076(b)(1)
 - D076(b)(2)
 - D076(b)(3)
 - D076(b)(4)

Related CFR(s) & FAA Policy/Guidance:

- Related CFRs:
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- FAA Policy/Guidance:
FAA Order 8300.10 volume 2 Chapter 80

SAI SECTION 1 – PROCEDURES ATTRIBUTE

Objective: Procedures, instructions and information contained in Certificate Holder's manual are documented methods for accomplishing a process. Policies contained in the Certificate Holder's manual should establish the Certificate Holder's compliance posture. Policies may not be stand-alone statements but may be imbedded within procedures, instructions or information regarding a particular regulatory requirement. The questions in this section of the data collection tool are designed to assist the inspector in determining if the Certificate Holder's manual has documented or prescribed methods of accomplishing the process requirements that provide answers to the associated who, what, when, where and how type questions. This section of the data collection tool contains policy questions, procedural questions and instructional or informational questions pertaining to various types of Certificate Holder requirements such as actions, prohibitions or resources (i.e., personnel, facilities, equipment, technical data, etc.).

Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the information listed in the Supplemental Information section of this data collection tool.
- 2 Review the duties and responsibilities for management and other personnel identified by the Certificate Holder who accomplish the Short-Term Escalation process.
- 3 Review the Certificate Holder's manual to ensure that it contains policies, procedures, instructions and information necessary for the Short-Term Escalation process.

Questions

To meet this objective, the inspector must answer the following questions:

1. Does the Certificate Holder's manual content meet the specific regulatory and FAA policy requirements for a Short-Term Escalation process:

1.1 Does the Certificate Holder's manual contain general policies for the Short-Term Escalation process that comply with the specific regulatory requirements? SRRs: 119.5(f)(2); 119.43(c); 121.135(b)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2 Does the Certificate Holder's manual cite the regulatory requirements listed in the Supplemental Information section of this SAI? SRRs: 121.135(b)(3) Related CFRs: Intentionally left blank	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3 Does the Certificate Holder's manual contain the duties and responsibilities for personnel who will accomplish the Short-Term Escalation process? SRRs: 121.135(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.4 Does the Certificate Holder's manual include instructions and information for personnel to meet the requirements of the Short-Term Escalation process? SRRs: 121.135(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.5 Does the Certificate Holder's manual contain procedures for Short-Term Escalation of maintenance intervals? SRRs: D076 <i>Related Design JTIs:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<ul style="list-style-type: none"> • Check that the Certificate Holder's manual contains instructions and procedures that all extensions to Short–Term Escalations, require prior approval by the assigned principal inspector. <i>Sources:</i> 8300.10 Volume 2 Chapter 80(CHG 12) Section 1 Paragraph 5A(2) • Check that the Certificate Holder's manual contains instructions and procedures that Short–Term Escalations must not be used repetitively to, in effect, constitute a fleet time extension. <i>Sources:</i> 8300.10 Volume 2 Chapter 80(CHG 12) Section 1 Paragraph 5A(5) <i>Interfaces:</i> 1.3.1–aw; 1.3.2–aw • Check that the Certificate Holder's manual contains instructions and procedures that contain the criteria that defines the type of data acceptable for justifying a short–term escalation. <i>Sources:</i> 8300.10 Volume 2 Chapter 80(CHG 12) Section 2 Paragraph 5(C) 	
1.6 Does the Certificate Holder state in their manual that the procedures for Short–Term Escalation of maintenance intervals are subject to the following limitations: SRRs: D076(a)	
1.6.1 Powerplants, and powerplant components and accessories not greater than 10%, NTE 500 hours time–in–service? SRRs: D076(a) <i>Related Design JTIs:</i> <ul style="list-style-type: none"> • Check that the Certificate Holder's procedures for Short–Term Escalation of maintenance intervals shall be contained in the Certificate Holder's manual and are subject to the following limitations: Powerplant, components, and accessories –10% NTE 500 hours time–in–service. <i>Sources:</i> D076(a) <i>Interfaces:</i> 1.3.1–aw; 1.3.14–aw; 1.3.2–aw 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.2 Airframe components and appliances not greater than 10%, NTE 500 hours time–in–service? SRRs: D076(a) <i>Related Design JTIs:</i> <ul style="list-style-type: none"> • Check that the Certificate Holder's procedures for Short–Term Escalation of maintenance intervals shall be contained in the Certificate Holder's manual and are subject to the following limitations: Airframes components, and appliances–10% NTE 500 hours time–in–service <i>Sources:</i> D076(a) <i>Interfaces:</i> 1.3.1–aw; 1.3.14–aw; 1.3.2–aw 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7 Does the Certificate Holder state in its manual that Short–Term Escalation procedures do not apply to the following items: SRRs: D076(b)	
1.7.1 Intervals specified by FAA Airworthiness Directives? SRRs: D076(b)(1) <i>Related Design JTIs:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<ul style="list-style-type: none"> • Check that the Certificate Holder's procedures for Short-Term Escalation do not apply to intervals specified by FAA Airworthiness Directives. Sources: D076(b)(1) Interfaces: 1.3.6-aw 	
<p>1.7.2 Life limits specified by type-certificate data sheets? SRRs: D076(b)(2)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the Certificate Holder's procedures for Short-Term Escalation do not apply to Life limits specified by type certificate data sheets. Sources: D076(b)(2) Interfaces: 1.3.1-aw; 1.3.2-aw 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.7.3 Limitations specified by minimum equipment lists? SRRs: D076(b)(3)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the Certificate Holder's procedures for Short-Term Escalation do not apply to Limitations specified by Minimum Equipment Lists or Configuration Deviation Lists. Sources: D076(b)(3) Interfaces: 1.3.5-aw 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.7.4 Limitations specified by configuration deviation lists? SRRs: D076(b)(3)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the Certificate Holder's procedures for Short-Term Escalation do not apply to Limitations specified by Minimum Equipment Lists or Configuration Deviation Lists. Sources: D076(b)(3) Interfaces: 1.3.5-aw 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.7.5 Structural sampling periods imposed by maintenance review boards? SRRs: D076(b)(4)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the Certificate Holder's procedures for Short-Term Escalation do not apply to Structural sampling periods imposed by Maintenance Review Boards. Sources: D076(b)(4) Interfaces: 1.3.1-aw; 1.3.2-aw 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.8 Does the Certificate Holder's manual contain the required references to, or excerpts from, operations specification paragraph D076? SRRs: 119.43(b)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.9 If the Certificate Holder's manual includes excerpts from its operations specifications, are the excerpts clearly identified as part of the operations specifications? SRRs: 119.43(b)(1)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<p>1.10 Does the Certificate Holder's manual require compliance with operations specifications paragraph D076? SRRs: 119.43(b)(2)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.11 Does the Certificate Holder's manual contain a method for keeping all persons engaged in its operations informed of the provisions of operations specifications paragraph D076? SRRs: 119.43(c)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.12 Does the Certificate Holder's Short-Term Escalation process comply with the guidance contained in FAA Order 8300.10?</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the Certificate Holder's manual contains instructions and procedures that ensure Short-Term Escalations do not conceal unsound maintenance practices. <i>Sources:</i> 8300.10 Volume 2 Chapter 80(CHG 12) Section 1 Paragraph 5A(1) <i>Interfaces:</i> 1.3.1-aw • Check that the Certificate Holder's manual contains instructions and procedures that ensure Short-Term Escalations do not conceal maintenance program deficiencies. <i>Sources:</i> 8300.10 Volume 2 Chapter 80(CHG 12) Section 1 Paragraph 5A(1) <i>Interfaces:</i> 1.3.1-aw; 1.3.2-aw • Check that the Certificate Holder's manual contains instructions and procedures that ensure Short-Term Escalations do not conceal poor management decisions. <i>Sources:</i> 8300.10 Volume 2 Chapter 80(CHG 12) Section 1 Paragraph 5A(1) • Check that the Certificate Holder's manual contains instructions and procedures that all extensions to Short-Term Escalations, require prior approval by the assigned principal inspector. <i>Sources:</i> 8300.10 Volume 2 Chapter 80(CHG 12) Section 1 Paragraph 5A(2) • Check that the Certificate Holder's manual contains instructions and procedures that Short-Term Escalation should only be used after carefully analyzing the history of the aircraft and its components. <i>Sources:</i> 8300.10 Volume 2 Chapter 80(CHG 12) Section 1 Paragraph 5A(4) <i>Interfaces:</i> 1.3.11-aw; 1.3.15-aw • Check that the Certificate Holder's manual contains instructions and procedures that the Short-Term Escalation review of the proposed escalation should include previous inspections results. <i>Sources:</i> 8300.10 Volume 2 Chapter 80(CHG 12) Section 1 Paragraph 5A(4) <i>Interfaces:</i> 1.3.11-aw; 1.3.15-aw • Check that the Certificate Holder's manual contains instructions and procedures that Short-Term Escalation include Supplemental / Additional inspections that may be needed to ensure continued airworthiness during the escalation <i>Sources:</i> 8300.10 Volume 2 Chapter 80(CHG 12) Section 1 Paragraph 5A(4) <i>Interfaces:</i> 1.3.1-aw; 1.3.2-aw • Check that the Certificate Holder's manual contains instructions and procedures that Short-Term Escalations must not be used repetitively 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

to, in effect, constitute a fleet time extension.

Sources: 8300.10 Volume 2 Chapter 80(CHG 12) Section 1 Paragraph 5A(5) *Interfaces:* 1.3.1–aw; 1.3.2–aw

- Check that the Certificate Holder's manual contains instructions and procedures that Short–Term Escalation lists the operator's management personnel with escalation approval authority.
Sources: 8300.10 Volume 2 Chapter 80(CHG 12) Section 2 Paragraph 5(A)
- Check that the Certificate Holder's manual contains instructions and procedures that Short–Term Escalation ensure the operator's management personnel with escalation approval authority must have at least the equivalent authority for approving An operations specifications time increase.
Sources: 8300.10 Volume 2 Chapter 80(CHG 12) Section 2 Paragraph 5(A)
- Check that the Certificate Holder's manual contains instructions and procedures that Short–Term Escalation ensure the operator's management personnel with escalation approval authority must have at least the equivalent authority for approving a maintenance interval adjustment controlled by a reliability program.
Sources: 8300.10 Volume 2 Chapter 80(CHG 12) Section 2 Paragraph 5(A)
- Check that the Certificate Holder's manual contains instructions and procedures that contain the criteria that defines the type of data acceptable for justifying a short–term escalation.
Sources: 8300.10 Volume 2 Chapter 80(CHG 12) Section 2 Paragraph 5(C)
- Check that the Certificate Holder's manual contains instructions and procedures that correspond with the overall maintenance program.
Sources: 8300.10 Volume 2 Chapter 80(CHG 12) Section 2 Paragraph 5(D) *Interfaces:* 1.3.1–aw; 1.3.2–aw
- Check that the Certificate Holder's manual contains instructions and procedures that restrict the occurrence of repetitive Short–Term Escalations.
Sources: 8300.10 Volume 2 Chapter 80(CHG 12) Section 2 Paragraph 5(E) *Interfaces:* 1.3.1–aw; 1.3.2–aw
- Check that the Certificate Holder's manual contains instructions and procedures that provide a method for recording all escalations.
Sources: 8300.10 Volume 2 Chapter 80(CHG 12) Section 2 Paragraph 5(F) *Interfaces:* 1.2.3–aw
- Check that the Certificate Holder's manual contains instructions and procedures that Short–Term Escalation have provisions for reporting each use of an escalation to the CHDO.
Sources: 8300.10 Volume 2 Chapter 80(CHG 12) Section 2 Paragraph 5(F)
- Check that the Certificate Holder's manual contains a general policy regarding, that the use of a short–term escalation for an individual component, engine or aircraft will be accomplished without effecting safety.

Sources: 8300.10 Volume 2 Chapter 80(CHG 12) Section 1 Paragraph 5A(1)

- Check that the Certificate Holder's manual contains instructions and procedures that Short-Term Escalation must not cause items not covered by the escalation to exceed their maintenance intervals
Sources: 8300.10 Volume 2 Chapter 80(CHG 12) Section 1 Paragraph 5A(4) *Interfaces:* 1.3.1-aw; 1.3.2-aw
- Check that the Certificate Holder's manual contains instructions and procedures that Short-Term Escalation intervals shall be a percentage of an existing interval for a particular inspection.
Sources: 8300.10 Volume 2 Chapter 80(CHG 12) Section 1 Paragraph 5A(5) *Interfaces:* 1.3.1-aw; 1.3.2-aw
- Check that the Certificate Holder's manual contains instructions and procedures that Short-Term Escalation intervals shall be designated in hours of service, in cycles, or in other increment of the existing interval.
Sources: 8300.10 Volume 2 Chapter 80(CHG 12) Section 1 Paragraph 5A(5) *Interfaces:* 1.3.1-aw; 1.3.2-aw
- Check that the Certificate Holder's manual contains instructions and procedures that define the maximum limitations for a short-term escalation.
Sources: 8300.10 Volume 2 Chapter 80(CHG 12) Section 2 Paragraph 5(B)
- Check that the Certificate Holder's manual contains instructions and procedures to ensure that an escalation will not create an unsafe condition.
Sources: 8300.10 Volume 2 Chapter 80(CHG 12) Section 2 Paragraph 5(D) *Interfaces:* 1.3.1-aw; 1.3.2-aw

SAI SECTION 1 – PROCEDURES ATTRIBUTE –Drop Down Menu	
1. No procedures, policy, instructions or information specified.	
2. Procedures or instructions and information do not identify (who, what, when, where, how).	
3. Procedures, policy or instructions and information do not comply with CFR.	
4. Procedures, policy or instructions and information do not comply with FAA policy and guidance.	
5. Procedures, policy or instructions and information do not comply with other documentation (e.g., manufacturer's data, Jeppesen's Charts, etc.).	
6. Procedures, policy or instructions and information unclear or incomplete.	
7. Documentation quality (e.g., unreadable or illegible).	
8. Procedures, policy or instructions and information inconsistent across Certificate Holder manuals (FOM – Flight Operations Manual to GMM – General Maintenance Manual, etc.).	
9. Procedures, policy or instructions and information inconsistent across media (e.g., paper, microfiche, electronic).	
10. Resource requirements incomplete (personnel, facilities, equipment, technical data).	
11. Other.	

SAI SECTION 2 – CONTROLS ATTRIBUTE

Objective: Controls are checks and restraints designed into a process to ensure a desired result. The questions in this section of the data collection tool are designed to assist the inspector in determining if checks and restraints are designed into the process to ensure the desired result is achieved. Controls should be written into the manual system to ensure that the most important manual policies, procedures or instructions and information will be complied with.

Controls may be in the form of "administrative controls" which are secondary or supplemental written procedures. Like written procedures, administrative controls also need to provide answers to the associated who, what, when, where and how type questions. Controls may also be in the form of "engineered controls" such as automated features or mechanical actions or devices (i.e., safety devices, warning devices, etc.).

Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the control questions below.
- 2 Review the Certificate Holder's policies, procedures, instructions and information to gain an understanding of the controls that it has documented.

Questions

To meet this objective, the inspector must answer the following questions:

2. Are the following controls built into the Short-Term Escalations process:

2.1 Is there a control in place to ensure that the Certificate Holder's Short-Term Escalations remain within their authorized limits?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.2 Is there a control in place to ensure that the Certificate Holder complies with the Short-Term Escalation provisions of its Operations Specifications?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.3 Is there a control in place to ensure that the Certificate Holder informs the FAA CHDO when Short-Term Escalations are utilized?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.4 Does the Certificate Holder have a documented method for assessing the impact of any changes made to the controls in the Short-Term Escalation process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<i>SAI SECTION 2 – CONTROLS ATTRIBUTE –Drop Down Menu</i>
1. No controls specified.
2. Documentation for the controls do not identify (who, what, when, where, how).
3. Controls incomplete.
4. Controls could be circumvented.
5. Controls could be unenforceable.
6. Resource requirements incomplete (personnel, facilities, equipment, technical data).
7. Other.

SAI SECTION 3 – PROCESS MEASUREMENT ATTRIBUTE

Objective: Process measurements are used by the Certificate Holder to measure and assess its processes to identify and correct problems or potential problems and to make improvements to the processes. The questions in this section of the data collection tool are designed to assist the inspector in determining if the Certificate Holder measures or assesses information to identify, analyze and document potential problems with the process. Process measurements are basically a Certificate Holder's internal evaluation or auditing of the most important policies, procedures or instructions and information associated with an element.

To prevent the duplication of work that would otherwise occur, Process Measurements are most commonly addressed through a combination of auditing features contained in both the Certificate Holder's Safety Program/Internal Evaluation Program (for Operations and Cabin Safety related issues) and the auditing function of the Continuous Analysis & Surveillance System (for Airworthiness or Maintenance/Inspection related issues). The Director of Safety and the Quality Assurance Department often work in conjunction to accomplish this function for the Certificate Holder. This approach simply requires amendment of the Safety Program/Internal Evaluation Program audit forms or checklists and the Continuous Analysis & Surveillance System audit forms or checklists to include the specific process measurements for each element.

Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the process measurement questions below.
- 2 Review the Certificate Holder's policies, procedures, instructions and information to gain an understanding of the process measurements that it has documented.

Questions

To meet this objective, the inspector must answer the following questions:

3. Does the Certificate Holder's Short-Term Escalation process include the following process measurements:

3.1 Process measurements that would reveal when the Certificate Holder's Short-Term Escalations exceed their authorized limits?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.2 Process measurements that would reveal when the Certificate Holder failed to comply with the Short-Term Escalation provisions of its Operations Specifications?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.3 Process measurements that would reveal when the Certificate Holder failed to inform the FAA CHDO when Short-Term Escalations are utilized?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.4 Does the Certificate Holder document its process measurement methods and results?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.5 Does the organization that conducts the process measurements have direct access to the person with responsibility for the Short-Term Escalation process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 3 – PROCESS MEASUREMENT ATTRIBUTE –Drop Down Menu	
1. No process measurements specified.	
2. Documentation for the process measurements does not identify (who, what, when, where, how).	
3. Inability to identify negative findings.	
4. No provisions for implementing corrective actions.	
5. Ineffective follow-up to determine effectiveness of corrective actions.	
6. Resources requirements (personnel, facilities, equipment, technical data).	
7. Other.	

SAI SECTION 4 – INTERFACES ATTRIBUTE

Objective: Interfaces are used by the Certificate Holder to identify and manage the interactions between processes. The questions in this section of the data collection tool are designed to assist the inspector in determining whether or not interactions between the procedures, policies or instructions and information associated with other independent processes within the Certificate Holder's organization are documented. Written procedures, policies or instructions and information that are interrelated and located in different manuals within the Certificate Holder's manual system need to be consistent and complement each other. For the interfaces to be effectively managed, it is not only important to identify what the interfaces are, but it is imperative to document the specific location of the interfaces within the Certificate Holder's manual system.

Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the interfaces associated with the Short-Term Escalation process that have been identified along with the individual questions in the Procedures Section (1) of this data collection tool.
- 2 Review the Certificate Holder's policies, procedures, instructions and information to gain an understanding of the interfaces that it has documented.

Questions

To meet this objective, the inspector must answer the following questions:

NOTE: ALL EXPLANATIONS IN THE DROP DOWN MENU FOR "NO" ANSWERS MUST INCLUDE THE INDIVIDUAL QUESTION NUMBER FROM THE PROCEDURES SECTION (1) OF THIS DATA COLLECTION TOOL AND THE ELEMENT NUMBER(S) OF THE INTERFACE(S) THAT WERE NOT ADDRESSED.

4. Does the Certificate Holder's manual:

- | | |
|--|--|
| 4.1 Properly address the interfaces that are identified along with the individual questions in the Procedures Section (1)? | <input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain |
| 4.2 Document a method for assessing the impact of any changes to the associated interfaces within the Short-Term Escalation process? | <input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain |
| 4.3 List additional interfaces identified during the accomplishment of this SAI. | |

<i>SAI SECTION 4 – INTERFACES ATTRIBUTE –Drop Down Menu</i>
1. No interfaces specified.
2. The following interfaces not identified within the Certificate Holder's manual system:
3. Interfaces listed are inaccurate.
4. Specific location of interfaces not identified within the manual system.
5. Other

SAI SECTION 5 – MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTE

Objective: The questions in this section of the data collection tool address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified and knowledgeable person who is responsible for the process, is answerable for the quality of the process and has the authority to establish and modify the process. (The person with the authority may or may not be the person with the responsibility.)

Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Identify the person who has overall responsibility for the Short-Term Escalations process.
- 2 Identify the person who has overall authority for the Short-Term Escalations process.
- 3 Review the duties and responsibilities of the person(s), documented in the Certificate Holder's manual.
- 4 Review the appropriate organizational chart.

Questions

To meet this objective, the inspector must answer the following questions:

5. Are the following aspects of the Management Responsibility and Authority Attributes addressed in the Short-Term Escalations process:

5.1 Does the Certificate Holder's manual clearly identify who is responsible for the quality of the Short-Term Escalation process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input style="width: 100%;" type="text"/>
5.2 Does the Certificate Holder's manual clearly identify who has authority to establish and modify the policies, procedures, instructions and information for the Short-Term Escalation process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input style="width: 100%;" type="text"/>
5.3 Does the Certificate Holder's manual include the duties and responsibilities of those who manage the work required by the Short-Term Escalation process? SRRs: 121.135(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.4 Does the Certificate Holder's manual include instructions and information for those who manage the work required by the Short-Term Escalation process? SRRs: 121.135(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.5 Does the Certificate Holder's manual clearly and completely document the authority for this position?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.6 Does the Certificate Holder's manual clearly and completely document their qualification standards for the person having responsibility for the Short-Term Escalation process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.7 Does the Certificate Holder's manual clearly and completely document their qualification standards for the person having authority to establish and modify the Certificate Holder's policies, procedures, instructions and information for the Short-Term Escalation process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

5.8 Does the Certificate Holder's manual clearly and completely document the procedures for delegation of authority for the Short-Term Escalation process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
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<i>SAI SECTION 5 – MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTE –Drop Down Menu</i>
1. Not documented.
2. Documentation unclear.
3. Documentation incomplete.
4. Other.